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8 UNITED STATES DISTRICT COURT

9
10 NORTHERN DISTRICT OF CALIFORNIA – OAKLAND DIVISION

11 KATHERINE KING,

CASE NO.

12 Plaintiff,

COMPLAINT FOR DAMAGES:

13 v.
14 Experian Information Solutions, Inc.;
15 Equifax, Inc.; Bank of America, National
16 Association; Service Finance Company,
17 LLC; TD Bank USA, National Association;
18 EnerBank USA; Wells Fargo Bank,
19 National Association; LendingClub
Corporation. and DOES 1 through 100
inclusive,

1. Violation of Fair Credit Reporting Act;
2. Violation of California Consumer Credit
Reporting Agencies Act;

20 Defendants.

21 COMES NOW Plaintiff KATHERINE KING, an individual, based on information and belief, to
allege as follows:

22
23 **INTRODUCTION**

24 1. This case arises under the Fair Credit Reporting Act, 15 U.S.C. § 1681s-2(b) and the
25 California Consumer Credit Reporting Agencies Act, California Civil Code
26 §1785.25(a). Plaintiff seeks redress for the unlawful and deceptive practices committed
27 by the Defendants in connection with their inaccurate, misleading, or incomplete
28 reporting of Plaintiff's debt included in Plaintiff's Chapter 13 bankruptcy.

- 1 2. The United States Congress has found the banking system is dependent upon fair and
2 accurate credit reporting. Inaccurate credit reports directly impair the efficiency of the
3 banking system, and unfair credit reporting methods undermine the public confidence,
4 which is essential to the continued functioning of the banking system.
- 5 3. There exists today in the United States a pervasive and fundamental misunderstanding
6 about the long term impact filing a consumer bankruptcy has on a consumer's credit
7 worthiness. Specifically, many consumers believe that because a bankruptcy can be
8 reported on their credit report for ten years their credit worthiness will be ruined for the
9 same length of time. This is not true.
- 10 4. The *majority* of consumer Debtors who file consumer bankruptcy do so to *raise* their
11 FICO Score and remedy their poor credit worthiness.
- 12 5. It is entirely possible for consumer Debtors to have over a 700 FICO Score within as
13 little as 12 months after filing a consumer bankruptcy (Chapter 7 or Chapter 13).
- 14 6. Creditors and lending institutions are aware of the misconception that filing a consumer
15 bankruptcy destroys a consumer's credit worthiness for ten years.
- 16 7. In an effort to perpetuate the aforementioned bankruptcy myth, creditors intentionally
17 and routinely ignore credit reporting industry standards for accurately reporting
18 bankruptcies and debts included in those bankruptcies in an effort to keep consumers'
19 credit scores low and their interest rates high.
- 20 8. Creditors know that by deviating from recognized credit reporting standards consumers
21 will have difficulty raising their credit scores and improving their credit worthiness.
- 22 9. These credit reporting issues are most prevalent in Chapter 13 bankruptcy filings.
- 23 10. Consequently, in the United States today it is objectively worse for consumers' credit
24 worthiness to file Chapter 13 and pay back some or all of their debt, as opposed to
25 filing Chapter 7 liquidation where Creditors generally receive nothing.
- 26 11. This was not the intent of Congress when enacting the Fair Credit Reporting Act and
27 the Bankruptcy Abuse Prevention and Consumer Protection Act.

JURISDICTION & VENUE

- 27 12. Plaintiff re-alleges and incorporates herein by this reference the allegations in each and
28 every paragraph above, fully set forth herein.

13. This Court has jurisdiction under 28 U.S.C. §§ 1331, 1337, and 1367, and 15 U.S.C. § 1681

14. This venue is proper pursuant to 28 U.S.C. §1391(b).

GENERAL ALLEGATIONS

15. Plaintiff alleges that each and every defendant data furnisher was included in Plaintiff's Chapter 13 bankruptcy filing.

16. Plaintiff alleges that each and every Defendant is familiar with credit reporting industry standards and subscribes thereto.

17. Plaintiff alleges that each and every Defendant understands that deviation from credit reporting industry standards can and often does result in denial of credit, higher interest rates, and prompts those making credit decisions to draw a more negative inference from the reported data than if the Defendant reported in accordance with the recognized industry standard.

18. Plaintiff alleges that all actions alleged herein by Defendants were done knowingly, intentionally, and in reckless disregard for credit reporting industry standards in an attempt to purposefully undermine Plaintiff's ability to reorganize and repair Plaintiff's FICO Score.

19. In the alternative Plaintiff alleges that each and every Defendant's actions was the result of reckless policies and procedures that inevitably led to inaccurate, misleading, or incomplete credit reporting.

FICO, Inc.

20. FICO is a leading analytics software company with its principal headquarters located in San Jose California. FICO has over 130 patents related to their analytics and decision management technology, and regularly uses mathematical algorithms to predict consumer behavior including credit risk.

21. The FICO Score has become the standard measure of consumer credit risk in the United States and is used in ninety percent of lending decisions.

1 22. A FICO score consists of a three-digit number summarizing a consumer's credit risk or
2 likelihood to repay a loan. FICO periodically updates its scoring models resulting in
3 multiple FICO Score versions.

4 23. Base FICO Scores range from 300 to 850, while industry-specific FICO Scores range
5 from 250-900. A higher FICO Score demonstrates lower credit risk or less likelihood of
6 default.

7 24. Different lenders use different versions of FICO Scores when evaluating a consumer's
8 credit worthiness.

9 25. There are 28 FICO Scores that are commonly used by lenders.

10 26. A consumer's FICO Score is calculated based solely on information in consumer credit
11 reports maintained at credit reporting agencies (CRAs).

12 27. The three largest CRAs are Experian Information Solutions, Inc.; Equifax, Inc. and
13 Transunion, LLC.

14 28. FICO does not control what information is provided on a consumer's credit report.
15 Instead, the scoring models or algorithms are based on the premise that information
16 provided by the CRAs is accurate and complies with credit reporting industry
17 standards.

18 29. There are five key factors that a FICO Score considers: 1) Payment History 2) Amount
19 of Debt 3) Length of Credit History 4) New Credit and 5) Credit Mix.

20 30. Each of the five factors is weighted differently by FICO.

21 31. 35% of a consumer's FICO Score relates to payment history, 30% relates to the amount
22 of debt, 15% relates to the length of credit history, 10% relates to new credit, and the
23 last 10% relates to a consumer's credit mix or the different types of debts reported.

24 32. Payment history refers to whether a consumer has paid their bills in the past, on time,
25 late or missed payments. The more severe, recent, and frequent the late payment
26 information, the greater the impact on a FICO Score. Public record items such as
27 bankruptcy, foreclosure, judgments, and wage garnishments are also considered part of
28 a consumer's payment history.

33. In factoring the severity of delinquent payments a FICO Score considers how late the
payment continues to be, how much is owed, how recently this occurred, and how
many delinquent accounts exist.

34. Once a delinquent account has been remedied the longer the account stays current the more a consumer's FICO Score should increase.

35. FICO Scores are entirely dependent upon information provided by data furnishers (DFs) to CRAs.

36. The FICO scoring formula treats both Chapter 7 and Chapter 13 Bankruptcies similarly in terms of their impact on one's FICO Score. Specifically, both Chapters have the same level of severity with respect to their FICO Score and for both, FICO uses the **FILING DATE** to determine how long ago the bankruptcy took place.

Metro 2

37. The Consumer Data Industry Association is an international trade association representing the consumer credit, mortgage reporting, employment and tenant screening and collection service industries.

38. The credit reporting industry has adopted a standard electronic data reporting format called the Metro 2 format. The Metro 2 format was developed by the CDIA in an effort to universally report debts in a particular manner that is understood to be the most accurate way in which to report a debt. Specifically, Metro 2 format was designed to allow reporting of the most accurate and complete information on consumer's credit history.

39. The CDIA's Metro 2 format is the credit reporting industry standard for accurate credit reporting.

40. The credit reporting industry at large depends upon Metro 2 and the CDIA's recommendations for reporting debt accurately.

41. The CDIA is *The* expert on accurate credit reporting. In support of this allegation Plaintiff avers the following:

- a. The CDIA offers a FCRA certificate program for all CRAs.
- b. The CDIA offers a FCRA awareness program for all CRAs.
- c. The CDIA offers a FCRA Certificate program for DFs.
- d. The CDIA offers a FCRA awareness program for DFs.
- e. The CDIA offers a Metro 2 Learning system to provide detailed instructions on the use of Metro 2 format to ensure understanding of the reporting guidelines

1 for each field of the Metro 2 Format as well as the relationship between multiple
2 fields.

3 f. The CDIA hosts workshops developed and authorized by Equifax, Experian,
4 Innovis, and Transunion.
5 g. The CDIA developed a credit reporting resource guide for accurately reporting
6 credit.

7 42. The CDIA's Metro 2 is accepted by all CRAs.

8 43. The credit reporting accepted industry standards for reporting metro 2 accurately are
9 found in the CDIA's credit reporting resource guide (CRRG).

10 44. The CRRG outlines the industry standards for most accurately reporting debts using
11 Metro 2.

12 45. The CRRG is not readily available to the public. It can be purchased online for
13 \$229.45.

14 46. Even if a buyer is ready willing and able to pay for the CRRG, the CDIA will NOT
15 grant access to the guide unless the buyer represents an organization included in the
16 Metro 2 Access Policy.

17 47. When FICO calculates credit scores the algorithms use Metro 2 information based on
18 industry standards established by the CDIA.

19 48. The algorithms used by FICO in determining a consumer's credit score are premised on
20 the Metro 2 data received comporting with the CDIA's recommendations for accurate
21 credit reporting.

22 49. If the Metro 2 data received by FICO deviates from industry standards an inaccurate or
23 incorrect FICO Score results. If the resulting FICO Score is lower a consumer will be
24 considered a higher credit risk resulting in less favorable lending terms.

e-OSCAR

25 50. E-OSCAR is the web based Metro 2 compliant system developed by Experian
26 Information Solutions, Inc.; Equifax, Inc.; TransUnion, LLC and Innovis that enables
27 DFs and CRAs to create and respond to consumer credit disputes.

28 51. When a consumer sends a dispute letter to a CRA the CRA then sends an automated
credit dispute verification (ACDV) via e-Oscar to the DF.

52. The ACDV contains within it Metro 2 codes next to certain data fields associated with a credit file e.g. "Account Type" "07" (07 in Metro 2 refers to a Charge Account).

Bankruptcy Credit Reporting Industry Standards & Consumer Information Indicator

53. When a consumer files bankruptcy certain credit reporting industry standards exist.
54. Certain Metro 2 data is regularly expected and calculated by FICO when determining a consumer's credit worthiness.
55. The Consumer Information Indicator (CII) is a critical field in the Metro 2 Format that indicates a special condition that applies to a specific consumer.
56. Under Metro 2 the CII must be reported only on the consumer to whom the information applies.
57. It is the credit reporting industry standard to report a very specific CII upon the filing of a consumer bankruptcy.
58. In the consumer bankruptcy context CII Metro 2 Code "A" denotes that a petition for Chapter 7 has been filed, is active, but no discharge has been entered.
59. CII Metro 2 Code "D" indicates that a Chapter 13 petition has been filed, is active, but no discharge entered. This is usually translated on a consumer credit report as "Wage Earner Plan" or "WEP" in the "Account Status" portion of a trade line. Such reporting alerts any potential lender that the account is no longer in a collectable status but is being handled by a Chapter 13 trustee.
60. The CII Metro 2 Code "Z" indicates that a bankruptcy petition has been filed but the chapter is undesignated/unknown.
61. The CII Metro 2 Code "E" denotes that a Chapter 7 bankruptcy has been discharged.
62. The CII Metro 2 Code "H" denotes that a Chapter 13 bankruptcy has been discharged.
63. The CII field is a critical field for consumers and directly relates to and impacts a consumer's credit worthiness.
64. The lack of a CII reported makes it appear that a consumer has not addressed outstanding debt obligations through the bankruptcy process.
65. The lack of a CII reported also suggests that creditors are free to collect against a consumer as an individual or that no stay exists to prevent *in personam* collection activity.

- 1 66. Failure to report the correct CII indicator will prompt those making credit decisions to
2 draw a more negative inference regarding a consumer's credit worthiness.
- 3 67. Under the Fair Credit Reporting Act a bankruptcy can be reported for ten years.
- 4 68. The ten-year rule for reporting runs from the date the bankruptcy was *filed*.
- 5 69. A consumer's FICO Score is directly related to the date on which a petition is filed and
6 acknowledged.
- 7 70. The more time that has passed since the filing of the bankruptcy, the less negative
8 impact the bankruptcy will have on a consumer's FICO Score.
- 9 71. Failure to reference the bankruptcy filing (CII field) and or the correct petition date
10 shall result in a lower FICO Score resulting in those making credit decisions to draw a
11 more negative inference regarding a consumer's credit worthiness.

**Pre Confirmation Credit Reporting Standards Regarding Balances and
Ongoing Payments When All Borrowers File Chapter 13**

- 13 72. Certain credit reporting standards exist on how to accurately and completely report
14 balances on consumer debts pre plan confirmation.
- 15 73. Pre confirmation the accepted credit reporting standard for accurately and completely
16 reporting a balance included in a Debtor's chapter 13 plan is to report the outstanding
17 balance amount as of the date of filing.
- 18 74. Pre confirmation the accepted credit reporting standard for accurately and completely
19 reporting a scheduled monthly payment amount is to report the contractual monthly
20 payment amount.
- 21 75. Pre confirmation the accepted credit reporting standard for accurately and completely
22 reporting a past due balance is to report the past due amount as of the time the petition
23 was filed.
- 24 76. Pre confirmation the accepted credit reporting standard for accurately and completely
25 reporting ongoing payments is to report the Metro 2 indicator D in Field 18 which
26 means no payment history available this month.
- 27 77. Within the credit reporting industry, the Metro 2 indicator D is seen as accurately and
28 completely illustrating that the automatic stay of the bankruptcy is preventing ongoing
 collection activities against the debtor and creditors are not anticipating receiving
 payments directly from the debtor. The Metro 2 indicator D thus simultaneously

1 illustrates to those making credit decisions that payments were NOT made and received
2 but also NOT anticipated.

3 78. Deviation from the aforementioned credit reporting industry standards shall result in a
4 more negative inference being drawn with respect to a consumer's credit worthiness

5 **Post Confirmation Credit Reporting Standards Regarding Balances and
6 Ongoing Payments When All Borrowers File Chapter 13**

7 79. Certain credit reporting standards exist on how to accurately and completely report
8 balances and past due balances post plan confirmation.

9 80. Post confirmation the accepted accurate credit reporting standard for reporting balances
10 is to report the balance owed under the Chapter 13 plan terms. The balance should
decrease with payments made.

11 81. If the plan does not call for payments to be made on a particular debt the accurate credit
12 reporting standard is to report a \$0.00 balance.

13 82. Post confirmation the accepted accurate credit reporting standard for reporting past due
14 balances is to report a \$0.00 past due balance.

15 83. Post confirmation the accepted accurate credit reporting standard for monthly payments
16 is the Chapter 13 plan payment amount.

17 84. Post confirmation the accepted accurate credit reporting standard for payment history is
18 to report the Metro 2 indicator D each month. Reporting ongoing past due amounts and
19 ongoing late payments are not generally accepted as accurate by the credit reporting
industry.

20 85. Plaintiff alleges that the aforementioned industry standards are all readily available in
21 the CRRG which each and every Defendant subscribes thereto.

22 86. The CDIA and credit reporting industry recognize that allowing Creditors to
23 continuously report on going delinquencies and past due balances post confirmation
24 would objectively make filing Chapter 13 and repaying Creditors exponentially worse
for a consumer's credit worthiness as opposed to filing Chapter 7. Thus, deviation
25 from the aforementioned credit reporting industry standards shall result in a more
26 negative inference being drawn with respect to a consumer's credit worthiness.
27

28 **Plaintiffs Bankruptcy Filing**

1 87. Plaintiff filed for Chapter 13 bankruptcy protection on August 28, 2014 in order to
2 reorganize and repair Plaintiff's credit worthiness and FICO Score.

3 88. Post filing, Defendants would not accept payments directly from Plaintiff.

4 89. Post filing, Defendants were not anticipating receiving payments directly from Plaintiff.

5 90. Under the terms of the confirmed Chapter 13 plan, unsecured Creditors are allowed a
6 100% disbursement of their filed claims over the course of Plaintiff's plan.

7 91. Plaintiff's plan was confirmed on October 2, 2014.

8 92. On March 17, 2016 Plaintiff ordered a three bureau report from Experian Information
9 Solutions, Inc. to ensure proper reporting by Plaintiff's Creditors.

10 93. Plaintiff noticed 22 different trade lines on the March 17, 2016 credit report all
11 reporting inaccurate, misleading, or incomplete information that did not comport with
12 credit reporting industry standards. Specifically, multiple trade lines continued to report
13 Plaintiff's accounts with past due balances, inaccurate balances, in collections, and/or
14 charged off. Some accounts even failed to register that Plaintiff was making payments
15 on the account through Plaintiff's Chapter 13 plan.

16 94. In response, Plaintiff disputed the inaccurate tradelines via certified mail with Experian
17 Information Solutions, Inc.; Equifax, Inc.; and TransUnion, LLC on June 22, 2016.

18 95. Plaintiff's dispute letter specifically put each Creditor on notice that Plaintiff had filed
19 for bankruptcy and the account was not reporting the bankruptcy accurately or worse
20 not at all. Plaintiff specifically requested each Creditor investigate the proper way to
21 report Plaintiff's bankruptcy. Plaintiff noted that there should not be any past due
22 balance reported, the account should not be listed as charged off, transferred or sold,
23 with an inaccurate monthly payment or that the account is in collections. There should
24 not be any late payments reported after Plaintiff's case was filed and to ensure that the
25 proper monthly payment was being reported. Last, Plaintiff noted that under *Gorman*
26 *v. Wolpoff & Abramson*, Plaintiff expected the accounts to be reported disputed if the
27 Creditor disagreed with Plaintiff's dispute.

28 96. Plaintiff is informed and believes that each CRA received Plaintiff's dispute letter and
 in response sent Plaintiff's dispute to each DF via an ACDV through e-OSCAR.

1 97. On July 28, 2016 Plaintiff ordered a second three bureau report from Experian
2 Information Solutions, Inc.; Equifax, Inc. and TransUnion, LLC to ensure Plaintiff's
3 accounts had been updated.

4 98. Plaintiff was not pleased to notice that the inaccuracies had not been updated or
5 removed. Plaintiff's Equifax score dropped by 14 points and Plaintiff's Experian score
6 rose by 38 points.

7 99. Defendant Bank of America, National Association was reporting Plaintiff's account,
8 beginning in 7499xxxx, as in collections and charged off, and monthly payments owed
9 in the amount of \$249.00. This account was settled. The Metro 2 report should show
10 status 13, but doesn't. Moreover, Defendant negligently failed to file a proof of claim,
11 thus the trustee is not making payment to Defendant. All payments currently owed to
12 Defendant have been made and Defendant is currently owed \$0.00.

13 100. Defendant Bank of America, National Association was reporting Plaintiff's account,
14 beginning in 7497xxxx, as in collections and charged off, and monthly payments owed
15 in the amount of \$203.00, despite the Court Ordered treatment of its claim under the
16 terms of Plaintiff's Chapter 13 plan of reorganization. Defendant negligently failed to
17 file a proof of claim, thus the trustee is not making payment to Defendant. All
18 payments currently owed to Defendant have been made and Defendant is currently
19 owed \$0.00. Moreover, Defendant is not comporting with industry standards and is not
20 listing the correct CII D indicator. CII should have been updated to D instead kept as
21 charged off and/or in collections.

22 101. Defendant Bank of America, National Association was reporting Plaintiff's account,
23 beginning in 4888xxxx, as in collections and charged off, despite the Court Ordered
24 treatment of its claim under the terms of Plaintiff's Chapter 13 plan of reorganization.
25 Defendant negligently failed to file a proof of claim, thus the trustee is not making
26 payment to Defendant. All payments currently owed to Defendant have been made and
27 Defendant is currently owed \$0.00. Moreover, Defendant is not comporting with

1 industry standards and is not listing the correct CII D indicator. CII should have been
2 updated to D instead kept as charged off and/or in collections.

3 102. Defendant Service Finance Company, LLC was reporting Plaintiff's account, beginning
4 in 110xxxx, with a balance in the amount of \$10,740.00, a past due balance in the
5 amount of \$6,046.00, and monthly payments owed in the amount of \$318.00, despite
6 the Court Ordered treatment of its claim under the terms of Plaintiff's Chapter 13 plan
7 of reorganization. Defendant negligently failed to file a proof of claim, thus the trustee
8 is not making payment to Defendant. All payments currently owed to Defendant have
9 been made and Defendant is currently owed \$0.00. Moreover, the balance and past due
10 balance listed by Defendant do not comport with Metro 2 industry standards. Such
11 reporting shall result in lenders drawing a more negative inference related to Plaintiff's
12 credit worthiness.

13 103. Defendant TD Bank USA, National Association was reporting Plaintiff's account,
14 beginning in 4352xxxx, as in collections, charged off, and past due, despite the Court
15 Ordered treatment of its claim under the terms of Plaintiff's Chapter 13 plan of
16 reorganization. The terms of the plan show that this claim is to be treated as an
17 unsecured debt. It appears that Defendant transferred the account to Quantum3 Group
18 LLC post filing for bankruptcy. Quantum3 Group LLC filed a proof of claim in the
19 amount of \$1,019.45. Defendant is not comporting with industry standards and is not
20 listing the correct CII D indicator. CII should have been updated to D instead kept as
21 charged off and/or in collections. Such reporting ignores well established industry
22 standards and shall result in lenders drawing a more negative inference related to
23 Plaintiff's credit worthiness.

24 104. Defendant EnerBank USA was reporting Plaintiff's account, beginning in 1209xxxx, as
25 past due, with a balance in the amount of \$1,672.00, with a past due balance in the
26 amount of \$1,129.00, and with monthly payments owed in the amount of \$101.00,
27 despite the Court Ordered treatment of its claim under the terms of Plaintiff's Chapter
28 13 plan of reorganization. The terms of the plan show that this claim is to be treated as

1 an unsecured debt. Defendant filed a proof of claim in the amount of \$1,672.83.
2 Defendant has not properly applied payments made by the Trustee on Defendant's
3 Claim. No past due balance should be reported post confirmation. Defendant's
4 reporting does not comport with Metro 2 and shall result in lenders drawing a more
5 negative inference regarding Plaintiff's credit worthiness.

6 105. Defendant Wells Fargo Bank, National Association was reporting Plaintiff's account,
7 beginning in 4465, with a balance in the amount of \$2,974.00, a past due balance in the
8 amount of \$1,461.00, and monthly payments owed in the amount of \$74.00, despite the
9 Court Ordered treatment of its claim under the terms of Plaintiff's Chapter 13 plan of
10 reorganization. The terms of the plan show that this claim is to be treated as an
11 unsecured debt. Defendant filed a proof of claim in the amount of \$3,701.08.
12 Defendant has not properly applied payments made by the Trustee on Defendant's
13 Claim. No past due balance should be reported post confirmation. Defendant's
14 reporting does not comport with Metro 2 and shall result in lenders drawing a more
15 negative inference regarding Plaintiff's credit worthiness.

16 106. Defendant Wells Fargo Bank, National Association was reporting Plaintiff's account,
17 beginning in 4705xxxx, as past due, with a balance in the amount of \$810.00, and with
18 monthly payments owed in the amount of \$9.00, despite the Court Ordered treatment of
19 its claim under the terms of Plaintiff's Chapter 13 plan of reorganization. The terms of
20 the plan show that this claim is to be treated as an unsecured debt. Defendant filed a
21 proof of claim in the amount of \$964.56. Defendant has not properly applied payments
22 made by the Trustee on Defendant's Claim. No past due balance should be reported
23 post confirmation. Defendant's reporting does not comport with Metro 2 and shall
24 result in lenders drawing a more negative inference regarding Plaintiff's credit
25 worthiness.

26 107. Defendant Lending Club Corporation was reporting Plaintiff's account, beginning in
27 891xxxx, as past due, despite the Court Ordered treatment of its claim under the terms
28 of Plaintiff's Chapter 13 plan of reorganization. The terms of the plan show that this

1 claim is to be treated as an unsecured debt. It appears that Defendant transferred the
2 account to LVNV Funding, LLC post filing for bankruptcy. LVNV Funding, LLC filed
3 a proof of claim in the amount of \$7,705.54. The past due notation listed by Defendant
4 does not comport with Metro 2 industry standards and shall result in lenders drawing a
5 more negative inference related to Plaintiff's credit worthiness.

6 108. The actions of the Defendants as alleged herein are acts in violation of the Fair Credit
7 Reporting Act, 15 U.S.C. § 1681s-2(b).

8 109. The actions of the Defendants as alleged herein are acts in violation of the Consumer
9 Credit Reporting Agencies Act California Civil Code § 1785.25(a).

10 **FIRST CAUSE OF ACTION**

11 (Violation of Fair Credit Reporting Act 15 U.S.C. § 1681s-2(b))
Against Defendants and Does 1-100)

12 **Bank of America, National Association; Service Finance Company, LLC; TD**
13 **Bank USA, National Association; EnerBank USA; Wells Fargo Bank, National**
14 **Association and Lending Club Corporation – Failure to Reinvestigate.**

15 110. Plaintiff realleges and incorporates herein the allegation in each and every paragraph
above as though fully set forth herein.

16 111. 15 USC 1681s-2(b) and 15 USC 1681i-(a)1 prohibits furnishers from providing any
information relating to a consumer to any consumer reporting agency if the person knows
or has reasonable cause to believe that the information is inaccurate or misleading and
requires a furnisher to update and or correct inaccurate information after being notified
by a consumer reporting agency of a dispute by a consumer.

17 112. Defendants Bank of America, National Association; Service Finance Company, LLC; TD
18 Bank USA, National Association; EnerBank USA; Wells Fargo Bank, National
19 Association and Lending Club Corporation violated section 1681s-2(b) by failing to
20 conduct a reasonable investigation and re-reporting misleading and inaccurate account
21 information.

22 113. The CRAs provided notice to the Defendants that Plaintiff was disputing the inaccurate
23 and misleading information but Bank of America, National Association; Service Finance
24 Company, LLC; TD Bank USA, National Association; EnerBank USA; Wells Fargo
25

1 Bank, National Association and Lending Club Corporation failed to conduct a reasonable
2 investigation of the information as required by the FCRA.

3 114. Based on Plaintiff's dispute, Defendants should have known their accounts were included
4 in Plaintiff's Chapter 13 plan of reorganization. The most basic investigation would
5 include a simple review of well-established credit reporting industry standards.

6 115. Plaintiff alleges Defendants did not review well established industry standards for credit
7 reporting.

8 116. If Defendants had reviewed such standards Defendants would have seen their reporting
9 was not in compliance and consequently inaccurate and or incomplete.

10 117. Such an investigation would be unreasonable.

11 118. Plaintiff also alleges that Defendants did not investigate whether Plaintiff filed for
12 bankruptcy, whether their accounts were included, the terms of the plan, or whether or
not the terms had been approved.

13 119. The lack of investigation is unreasonable.

14 **Experian Information Solutions, Inc. and Equifax, Inc. – Failure to Reinvestigate
15 Disputed Information.**

16 120. Plaintiff realleges and incorporates herein the allegation in each and every paragraph
17 above as though fully set forth herein.

18 121. After Plaintiff disputed the accounts mentioned above, each CRA was required to
19 conduct a reasonable investigation and to delete any information that was not accurate
under 15 USC 1681i-(a)1.

20 122. The most basic investigation required each CRA to send all relevant information via
21 an ACDV to the furnishers which they did not do.

22 123. Thus the CRAs failed to conduct a reasonable investigation and failed to correct the
23 misleading and or inaccurate statements on the account within the statutory time
frame or at all.

24 124. In the alternative Plaintiff alleges that each CRA has its own independent duty to
25 conduct a reasonable investigation under 15 USC 1681i-(a)1.

26 125. Each CRA is not a passive entity bound to report whatever information a DF
27 provides.

126. Plaintiff alleges that each CRA is readily familiar with Metro 2 guidelines and credit
2 reporting industry standards.
127. Plaintiff alleges that each CRA can and does suppress inaccurate information from
4 being reported when DFs provide inaccurate information.
128. Each CRA can and does instruct DFs on how to properly report certain accounts from
5 time to time upon request from the DF.
129. Each CRA failed to conduct a reasonable investigation because any basic
7 investigation would have uncovered that certain DFs were not following credit
8 reporting industry standards.
130. Each CRA would have known that Plaintiff filed for Chapter 13 based on multiple
10 other accounts reporting as much.
131. Each CRA would have known that Plaintiff's plan had been confirmed based on
12 multiple other accounts reporting as much.
132. Each CRA would have known that failure to report a CII given that a Chapter 13 was
14 filed did not comport with industry standards.
133. Each CRA would have known reporting a past due balance post confirmation does
15 not comport with industry standards.
134. Each CRA therefore did not do the most basic investigation regarding credit reporting
17 industry standards otherwise the aforementioned would have been uncovered.

SECOND CAUSE OF ACTION

(Violation of California Consumer Credit Reporting Agencies Act
California Civil Code § 1785.25(a) Against Defendants and Does 1-100)

**Bank of America, National Association; Service Finance Company, LLC; TD
Bank USA, National Association; EnerBank USA; Wells Fargo Bank, National
Association and Lending Club Corporation – Reporting Inaccurate Information
to CRAs.**

135. Plaintiff realleges and incorporates herein the allegation in each and every paragraph
24 above as though fully set forth herein.
136. In the regular course of its business operations, Defendants routinely furnish
26 information to credit reporting agencies pertaining to transactions between Defendants
27 and Defendant's consumers, so as to provide information to a consumer's credit
28 worthiness, credit standing and credit capacity.

137. Defendants intentionally and knowingly reported misleading and inaccurate account
2 information to the CRAs that did not comport with well-established industry standards.
138. Plaintiff alleges that Defendants re-reported the information contained herein in
3 violation of California Civil Code § 1785.25(a).
139. Plaintiff also alleges that Defendants had reason to know that the information reported
5 on Plaintiff's accounts were misleading, inaccurate, incomplete, and did not comport
6 with well-established credit reporting industry standards.
140. Plaintiff alleges that Defendants had reason to know that by not comporting with well-
8 established industry standards lenders will draw a more negative inference with respect
9 to Plaintiff's credit worthiness.
141. Plaintiff alleges that the bankruptcy notices, disputes letters from all three credit
11 reporting agencies, the consumer data industry resource guide, and results of its
12 investigation should have provided notice to Defendants of its misleading and
13 inaccurate reporting as well as being noticed of the plan confirmation and proof of
14 claim forms sent by the U.S. Bankruptcy Court.
142. Defendants failed to notify Experian Information Solutions, Inc. and Equifax, Inc. that
15 the information Defendants re-reported was inaccurate before the end of 30 business
16 days, in violation of California Civil Code § 1785.25(a).
143. Defendants' communications of false information, and repeated failures to investigate,
18 and correct their inaccurate information and erroneous reporting were done knowingly,
19 intentionally, and in reckless disregard for their duties and Plaintiff's rights.
144. As a direct and proximate result of Defendants' willful and untrue communications,
21 Plaintiff has suffered actual damages including but not limited to inability to properly
22 reorganize under Chapter 13, reviewing credit reports from all three consumer reporting
23 agencies, time reviewing reports with counsel, sending demand letters, diminished
24 credit score, and such further expenses in an amount to be determined at trial.

25
26 Wherefore, Plaintiff prays for judgment as hereinafter set forth.

27
PRAYER FOR RELIEF

28 WHEREFORE, Plaintiff prays for judgment as follows:

- 1 1. For preliminary and permanent injunctive relief to stop Defendants from
2 engaging in the conduct described above;
- 3 2. Award statutory and actual damages pursuant to 15 U.S.C. § 1681n and
4 California Civil Code § 1785.31;
- 5 3. Award punitive damages in order to deter further unlawful conduct pursuant to
6 15 U.S.C. § 1681n; and California Civil Code § 1785.31
- 7 4. Award attorney's fees and costs of suit incurred herein pursuant to 15 U.S.C. §
8 1681n & o; California Civil Code § 1785.31;
- 9 5. For determination by the Court that Creditor's policies and practices are
10 unlawful and in willful violation of 15 U.S.C. § 1681n, et seq.; and
- 11 6. For determination by the Court that Creditor's policies and practices are
12 unlawful and in negligent violation of 15 U.S.C. § 1681o;

13 Dated: October 5, 2016

SAGARIA LAW, P.C.
/s/ Elliot Gale, Esq.
Scott Sagaria, Esq.
Elliot Gale, Esq.
Attorneys for Plaintiff

17 **DEMAND FOR JURY TRIAL**

18 Plaintiff hereby demands trial of this matter by jury.

20 Dated: October 5, 2016

SAGARIA LAW, P.C.
/s/ Elliot Gale, Esq.
Scott Sagaria, Esq.
Elliot Gale, Esq.
Attorneys for Plaintiff